

# Award-Winning Practice Partner

*Patient Records, Appointment Scheduler & Medical Billing*



# Practice Partner Award-Winning Solution



- AC Group Best EMR and Practice Management System 2008-2004 (5 Consecutive Yrs)
- AAFP Survey Highest ratings in overall satisfaction, ease



**One of the Most Widely Deployed Electronic Health Record in US**

*(Medical Economics Survey, AAFP)*



- InfoWorld Top 100 IT Projects 2005



- Best Integrated Clinical System 2004

**Certified**



# Fully Integrated EMR and Practice Management

## Practice Partner

Fully integrated electronic health records and practice management system



Physician

- Unique note centric design allows physicians to chart from one screen
- Flexible documentation options meet different provider styles
- Electronic prescribing with multiple drug checks, dose advisor
- Health maintenance by age/sex, diagnosis, medication, and individual protocol
- Imports and exports chart summaries
- Pay for performance reporting, including DOQ-IT and PQRI

Improving Productivity and Quality

# Partners, Memberships, and Affiliations



# Increases Productivity & Quality of Care

## Increase Productivity

- Impact on Labor
  - Reduction in FTE's
  - More efficient use of current staff
- Hard Dollars Savings
  - Reduction in transcription costs
- Impact on Revenue
  - Improved coding
  - Increased # services or patients seen

## Practice Partner

*delivers both  
at the same  
time*

## Improve Quality of Care

- Population-based improvement
- Point-of-care improvement
- Pay for performance



# Patient Records EHR

## Patient Chart

Practice Partner
Patient Records

File View Show Task Reports Window Help

Exit Print Dash Chart Close Sched Patient Acct Chk In Timing Msg Review Letter Note Rx Orders Pat Ed Pt Info Prov Help

Patient Chart: Stein, Richard V

**Richard Stein**  
Sex: M  
Age: 48

Next Appointment: 04/17/2007  
ID: 100-10  
DOB: 07/04/1958



Active

Chart Summary  
Progress Notes  
Past Medical History  
Social History  
Family History  
Consults  
Hospital Reports  
Letters  
Messages  
CCR Summaries  
Flow Charts  
Clinical Elements  
Orders  
Misc Info / Documents

Problem List  
Health Maintenance  
Rx / Medications  
Vital Signs  
Laboratory Data  
Images  
X-Ray  
EKG  
Pathology  
Special Studies  
Attending Notes  
Misc Info / Documents  
HIPAA  
Patient Msg

Home: (206)555-9899  
Work: (206)589-7153  
Cell: (206)772-3936  
Last Appt: 04/16/2007  
Acct Type: INS  
Acct Plan 1: AETNA  
Acct Plan 2: ACCTPLAN-Macot Plan 4:  
Acct Plan 3  
Acct Plan 4:

Richard enjoys playing ultimate frisbee.  
Wife's name is Susan, son Mike is in college.

Close Refresh Exit Care

Summary Chart Prog Notes Rx / Meds Recent Lab Lab Tables Vitals Hlth Maint Prob List Flow Chart

100-10 48 Year Male ABC

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# Patient Records EHR

## Provider Dashboard

**Practice Partner Appointment Scheduler**

File View Task Maintenance Reports Window Help

Exit Park Dash Chart Sched Patient Acct Chk In Pat In Msg Review Letter Prov Help

**Provider Dashboard**

Monday, April 16, 2007 Cobb B. Able

**Schedule**

Time	Name	Age	Sex	Check In Time	Len	Stat	Room	TOV	Reason	Note	Note Status	Process	Time In Process
10:45 AM	Lee, Marianne	58	F		15			DV	Meds f/u	Y			
11:00 AM	Taylor, Ashley	7	F		30			WCC	Well Child	N			
11:30 AM	Duncan, Emily	51	F		15			DV	Abdominal pain	N			
11:45 AM	Tinsley, Robbie	12	M		15			DV	Positive PPD	N			
12:00 PM	BLOCKED OUT												
01:00 PM	Jones, Amanda	46	F		30			PE	Pre-Op	Y			
01:30 PM	Brown, Joe L.	52	M		15			DV	Diabetes f/u	N			
01:45 PM	Bonheim, Gerta	76	F		15			DV	Hormone replacement	Y			
02:00 PM	Dreadie, Marjorie	64	F		30			DV	HTN and headaches	N			

**Messages (PMSI)**

6	RN1	Child, John	Please contact pati	10/25/2006
3		Smith, Margaret	Rx Renew Reques	10/25/2006
3		Brown, Joe	Rx Renew Reques	10/25/2006
3		Stein, Richard	Rx Renew Reques	10/25/2006
3	PMSI	Archer, Amber	Chest Pain-Direc	04/25/2006
3	RJC(Ex	Brown, Joe	Derm Consultation	03/28/2006
3	RN1	Ob, Jane	Patient is at the	07/20/2005

**To Do (PMSI)**

04/06/2005	5	Smith, Margare	100-1	Check Lipid Panel.
07/01/2004	4	Stratton, Dorot	1004-2	Return Call re: Labs
07/06/2004	9	Taylor, Ashley	996	Rx Call Back
04/06/2005	7	Atherton, Rach	MSU001	Call Cardiologist Re: f/u

**Lab Review**

Brown, Joe	1007	07/14/2005	02:17 PM
Brown, Joe	1007	11/15/1999	10:32 AM
Smith, Margaret	100-1	03/28/2006	01:01 PM
Smith, Margaret	100-1	03/08/2006	01:06 PM
Smith, Margaret	100-1	12/07/2004	03:17 PM
Stein, Richard	100-10	07/06/2004	08:39 AM

**Note Review**

Stein, Richard	04/07/2005	02:50 PM	SPIRO
Smith, Joe	04/04/2005	02:30 PM	EKG
Stratton, Dorothy	03/30/2005	11:17 AM	DID NOT KEEP APPT.
Bonheim, Gerta	12/05/2004	12:45 AM	OTOGRAM REPORT
Atherton, Rachel	07/16/2003	10:08 AM	NEUROLOGY CONSULT
Child, John	12/03/1999	12:00 PM	BURN

Close Refresh Overdue Orders Provider Financials

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3



## Example – Note Centric Progress Note

(All documentation can be completed from one screen)

**Practice Partner Patient Records**

File Edit Insert View Show Task Reports Window Help

Exit Print Dash Chart Close Patient Letter **Msg** Sched Pt Info Prov Rx Orders Pat Ed QText Temp Proc Pb/Dx Help

**Progress Notes: Smith, Margaret**

Notes ordered by date with most recent first.

Arial 9 B I U 100%

**Date:** 05/13/05 : 06:07pm  
**Title:** TYPE 1 DIABETES MELLITUS:

**Bp:** 130/90, **Pulse:** 82  
**Temp:** 98.0, **Height:** 5'4", **Weight:** 220  
**BMI:** 37.80 kg/m2

**Subjective:**  
This 62 yr old female presents for follow up of type I diabetes mellitus.  
Duration of illness: 6 years  
Current symptoms include:  
Polydipsia: no  
Polyuria: no  
Weight change: yes  
Visual disturbance: yes  
Chest pain: no  
Paresthesias: no  
Other:

Last HgbA1C:	Most recent lipid profile:	Most recent BMP:
HEMOGLOBIN A1C: 11 on 04/06/2000	CHOLESTEROL: 210 on 12/07/2004	SODIUM: 138 on 07/19/2002
	HDL CHOLESTEROL: 35 on 12/07/2004	POTASSIUM: 4.3 on 07/19/2002
	LDL CHOLESTEROL: 145 on 12/07/2004	CHLORIDE: 105 on 07/19/2002
	VLDL CHOLESTEROL: 38 on 12/07/2004	UREA NITROGEN: 18 on 07/19/2002
	TRIGLYCERIDES: 235 on 12/07/2004	CREATININE: 8 on 07/19/2002
		GLUCOSE, FASTING: 132 on 07/19/1999
		GLUCOSE, RANDOM: 132 on 07/19/2002

**Review of Systems:**  
Constitutional: negative  
Eyes: blurred vision bilateral, excessive tearing bilateral  
Ears, Nose, Mouth, Throat: negative  
Cardiovascular: negative  
Respiratory: negative  
Gastrointestinal: negative  
Genitourinary: negative  
Musculoskeletal: negative

Summary Chart Prog Notes Rx / Meds Recent Lab Lab Tables Vitals Hlth Maint Prob Lists Flow Chart

100-1 62 Year Female ABC

# Appointment Scheduler

## Comprehensive multi-user Scheduling system

**Practice Partner Appointment Scheduler**

File Appointments List View Show Task Maintenance Reports Window Help

Exit Park Dash Chart Sched Patient Chk In Pat In Acct Find Msg Review Pt Info Prov Help

**Daily Schedule: Cobb B. Able | CON**

Schedule Day Week Month Dual Group Providers In On Call

Provider: ABC Monday, Apr 16, 2007

Time	Name	Check In	Len	Stat	TOV	Reason	Note	Process	Time In Process
08:00 AM	Adams, Rex M.	30		NP		Personal concerns	N		
08:30 AM	Stein, Richard V.	15		OV		URI	Y		
08:45 AM	Ob, Jane F.	15		OB		OB Check	N		
09:00 AM	Carter, Julie	30		OV		2nd opinion	Y		
09:30 AM	Hall, George P.	15		OV		Neck Pain/MVA	N		
09:45 AM	Parker, Janet	15		OV		Drizzy spells	N		
10:00 AM	Child, John B.	30		OV		Scratched by cat and	N		
10:30 AM	O'Neil, Joseph	15		OV		Rash	N		
10:45 AM	Lee, Maryanne	15		OV		Meds I/u	Y		
11:00 AM	Taylor, Ashley	30		WCC		Well Child	N		
11:30 AM	Duncan, Emily	15		OV		Abdominal pain	N		
11:45 AM	Tinsley, Robbie	15		OV		Positive PPD	N		
12:00 PM	BLOCKED OUT	60		BL					
01:00 PM	Jones, Amanda	30		PE		Pre-Op	Y		
01:30 PM	Brown, Joe L.	15		OV		Diabetes I/u	N		
01:45 PM	Bonheim, Gerta	15		OV		Hormone replacement	Y		
02:00 PM	Dreyfus, Marjorie	30		OV		HTN and headache	N		
02:30 PM	Atherton, Rachel T.	15		OV		UTI	Y		
02:45 PM		15							
03:00 PM		30							
03:30 PM		15							
03:45 PM		15							
04:00 PM		30							
04:30 PM	Smith, Margaret L.	15		AC		Legs Swollen	N		
04:45 PM	Degraw, Tim	15		AC		Back injury	Y		

Hold Cancel

Apr 2007

S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

Stein, Richard

Date	Time	Practice	Prov	TOV	Stat	Reason
04/16/07	08:30 AM	CON	ABC	OV		URI
04/17/07	08:30 AM	CON	ABC	OV		URI
04/18/07	08:30 AM	CON	ABC	OV		URI
04/19/07	08:30 AM	CON	ABC	OV		URI
04/20/07	08:30 AM	CON	ABC	OV		URI
04/23/07	08:30 AM	CON	ABC	OV		URI
04/24/07	08:30 AM	CON	ABC	OV		URI
04/25/07	08:30 AM	CON	ABC	OV		URI
04/26/07	08:30 AM	CON	ABC	OV		URI
04/27/07	08:30 AM	CON	ABC	OV		URI
04/30/07	08:30 AM	CON	ABC	OV		URI
05/01/07	08:30 AM	CON	ABC	OV		URI
05/02/07	08:30 AM	CON	ABC	OV		URI
05/03/07	08:30 AM	CON	ABC	OV		URI
05/04/07	08:30 AM	CON	ABC	OV		URI
05/07/07	08:30 AM	CON	ABC	OV		URI
05/08/07	08:30 AM	CON	ABC	OV		URI
05/09/07	08:30 AM	CON	ABC	OV		URI
05/10/07	08:30 AM	CON	ABC	OV		URI
05/11/07	08:30 AM	CON	ABC	OV		URI
05/14/07	08:30 AM	CON	ABC	OV		URI
05/15/07	08:30 AM	CON	ABC	OV		URI
05/16/07	08:30 AM	CON	ABC	OV		URI
05/17/07	08:30 AM	CON	ABC	OV		URI
05/18/07	08:30 AM	CON	ABC	OV		URI
05/21/07	08:30 AM	CON	ABC	OV		URI
05/22/07	08:30 AM	CON	ABC	OV		URI
05/23/07	08:30 AM	CON	ABC	OV		URI
05/24/07	08:30 AM	CON	ABC	OV		URI
05/25/07	08:30 AM	CON	ABC	OV		URI

Close Make Edit Insert Cancel Clear Full Details Set View

Summary Chart Prog Notes Rx / Meds Recent Lab Lab Tables Vitals Hlth Maint Prob List Flow Chart

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# Continuity of Care Record Support CCD Exchange

Medical Record for John Doe - Microsoft Internet Explorer

Edit View Favorites Address X:\xfer\CSpears\CCR.html Go

**Amber Archer -**

**Document Information**

**Authored By:** **Detail:**  
**Description:**  
**Effective Date:** Tuesday, May 20, 2008 at 11:20:29 am (-800)

**Patient Information**

**Patient Detail**

**Name:** Amber Archer **Date of Birth:** Wednesday, March 24, 1954  
**Address:** 98685 Elm St  
Seattle, WA 98195  
USA  
**Gender:** Female  
**Home Telephone:** (206)555-1993

**History of Present Illness**

- MAJOR DEPRESSIVE F
- OTOGENIC PAIN

**Problems**

Problem	Effective Dates	Problem Status
MAJOR DEPRESSIVE F	Tuesday, May 20, 2008 at 10:21:00 am to Tuesday, May 20, 2008	Improving
OTOGENIC PAIN	Tuesday, May 20, 2008 at 10:22:00 am	Improving
RABIES	Tuesday, May 20, 2008 at 10:25:00 am	

**Insurance**

Carrier Name	Plan ID	Policy Number	Group #	Insured's Name	Relation	Effective Dates
BLUE CROSS BLUE SHIELD		493938U484		Archer, Amber	Self	Tuesday, July 13, 2004

**Procedures**

Description	Procedure	Provider	Service Date
PROCTOSIGMOIDOSCO	45320	Able, Cobb B, Jr.	Tuesday, May 20, 2008 at 10:22:00 am

**Medications**

Medication	Instructions	Start Date	Provider
ABILIFY	1 TAB ORAL,	Tuesday, May 20, 2008 at 12:00:00 am	Able, Cobb B, Jr.

**Allergies and Adverse Reactions**

Substance	Reaction	Severity
WORK	Shock	Severe

**Vital Signs**

Date	Description	Result
Tuesday, May 20, 2008 at 10:33:00 am	Weight	160.0625 lb
Tuesday, May 20, 2008 at 10:33:00 am	Temperature	98 F
Tuesday, May 20, 2008 at 10:33:00 am	Systolic	60
Tuesday, May 20, 2008 at 10:33:00 am	Oximetry	20
Tuesday, May 20, 2008 at 10:33:00 am	Height	71 feet/in
Tuesday, May 20, 2008 at 10:33:00 am	Diastolic	60

**Results**

Date	Test Name	Result	Flag	Ref Range
Tuesday, May 20, 2008 at 10:35:00 am	CHLORIDE	107 mmol/L	Normal	98 - 107
Tuesday, May 20, 2008 at 10:35:00 am	POTASSIUM	5 mmol/L	Normal	3.6 - 5.0
Tuesday, May 20, 2008 at 10:35:00 am	SODIUM	145 mmol/L	Normal	137 - 145

Local intr.

# Practice Partner Research Network

## PPRNet



Research-based quality improvement organization founded by Physician Micro Systems, Inc. and the Medical University of South Carolina (MUSC) in 1995

- 137 physician practices
- 700+ healthcare providers represented
- 1.8 mil patients (*Approx.*) in 38 states
- Quarterly practice reports show performance on over 80 separate quality of care indicators

# Multiple Specialties

Over 200 templates included in the product offering in addition to specialty template libraries

Practice Partner is used by physicians in multiple specialties				
AIDS/HIV	Family Practice	Nephrology	Pain Mgmt	Rehabilitation
Allergy/Immunology	Gastroenterology	Neurology	Pediatrics	Residencies
Anesthesiology	General Practice	Neurosurgery	Psychiatry	Rheumatology
Cardiology	Geriatrics	Nursing	Psychology	Sleep Medicine
Community Health Ctrs.	Hematology	OB/GYN	Pulmunology	Student Health Centers
Dermatology	Internal Medicine	Oncology	Radiology	Surgery
Endocrinology	Multi-Specialty Clinics	Orthopedics	Radiology	Urgent Care
ENT/Otolaryngology				Urology

Plus more....

# Scalability of Practice Partner

- Oracle database (Microsoft SQL Server also available)
- Can support thousands of concurrent users and can expand to virtually any size organization

Largest # patients seen per year at one site: 450,000

Largest # simultaneous users at one site: 1,200

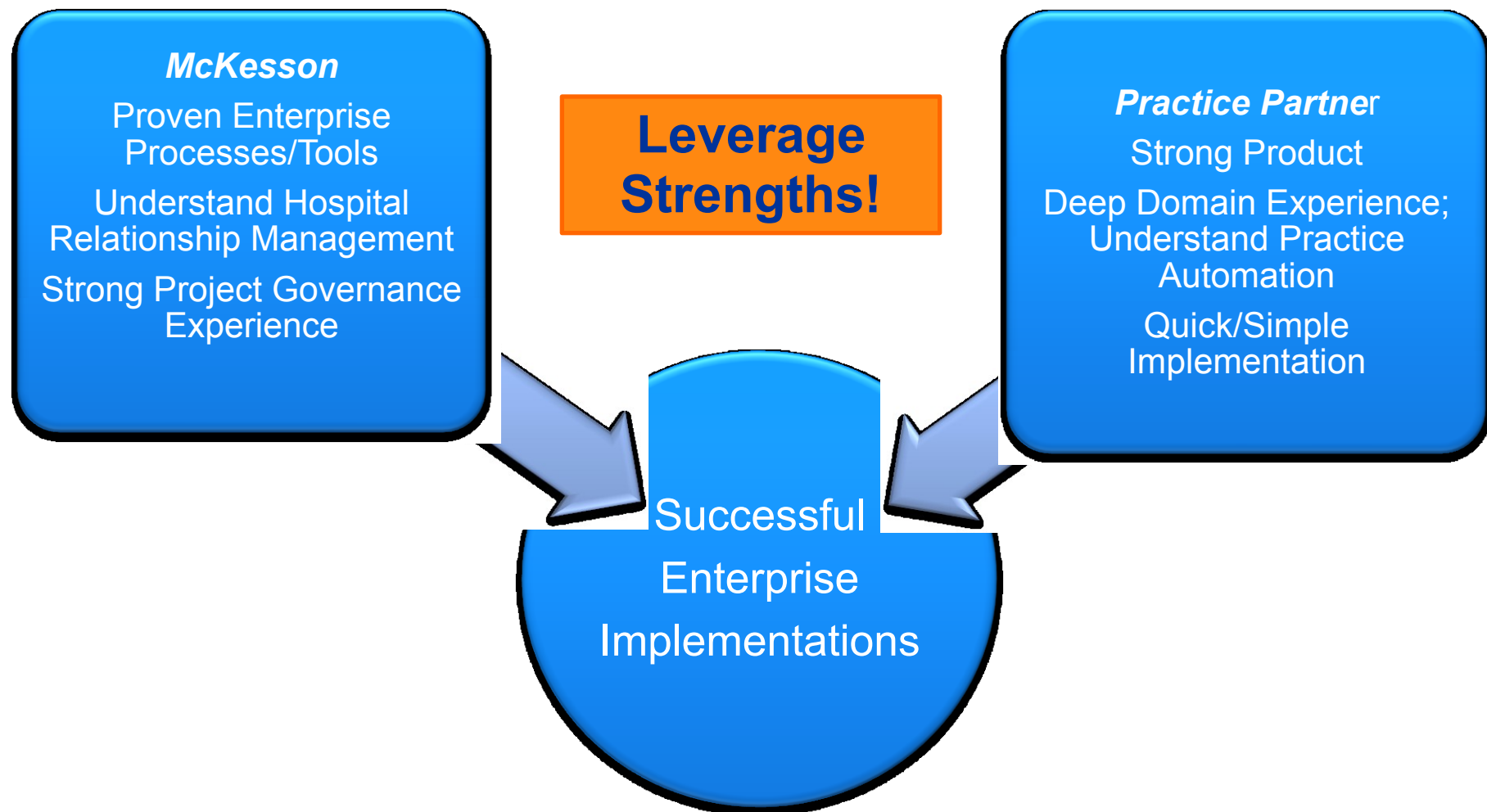
Largest # separate physical locations with one shared database: 24

Largest # patient charts online at one site: 900,000

Largest # progress notes online at one site: 23 million



# Successful, quick Implementation



# Community

- ▶ ***Listserv: highly active email based user forum***
- ▶ ***Annual User Group Meeting: user presented forums in Seattle, July/August***
- ▶ ***Online template sharing library – free access***

